**Technical Specifications & Requirements for Security and Guarding Services**

**Killing Factors:**

* Bidder should have a minimum of 3 years’ experience in providing guarding services and shall provide at least 3 references of organizations with a minimum total number of 250 employees in these references;
* Bidder should be licensed from the Lebanese government more than 3 years to provide such services;
* All security guards shall be of Lebanese nationality already registered with the NSSF with official stamped certification from NSSF showing the registration during the last year;

**General Terms:**

* Bidder should comply with international standards ISO 9001/2008 or ISO 9001/2015 and submit a copy of the certification dated back for six months; Bidder shall provide documents proving their knowledge of such standards;
* Bidder should submit certified certificate from Chamber of Industry and Agriculture clearly stating that the agency is committed to Guarding Services (valid for Public Tenders);
* Where needed, the Bidder should coordinate with the official security forces of Lebanon and shall ensure good relation with all;
* Bidder should ensure that all guards have no history of criminal or violence acts such as theft, fraud, etc., and shall provide a judicial record for **all security guards on a yearly basis;**
* Bidder is responsible to provide all guards with a decent insurance plan that covers medical and emergency conditions in the workplace, and a liability insurance plan to cover any damage to company assets and properties caused by the security agents;
* Guards must practice confidentiality, and must abide by the company policies and procedures; the company shall ensure that all employees assigned to this project to sign a Non-Disclosure agreement for all MIC2 related data and information;
* Guards shall comply with their assigned locations and schedule, and shall not leave their assigned areas abandoned at any time, prior to approval from their supervisor/manager;
* MIC2 has the right to ask for reallocation and rotation of security guards at any time, depending on the requirements;
* MIC2 reserves the right to demand the agency to dismiss any guard for any unlawful or inappropriate behavior that violates company procedures and ethics;
* Bidder to provide a quote that includes all costs related to the scope in USD to be paid in LBP at the market rates at the time of payment. This is to note that this shall be fixed and will not be affected by any possible salary raises or additional benefits to be provided to the employees;

**Scope of work:**

* The scope will be the basis for a framework agreement for the Bidder to provide security Services for MIC2 premises and core sites as per Annex 5;
* The Scope duration is for 1 year. Upon the expiration, the contract shall be automatically renewed for similar term(s) for two (2) additional years under the same terms and conditions;
* Bidder should provide a 24/7 security service including holidays on shift basis, preferably three shifts per day;
* It is the responsibility of the bidder to ensure that all areas are fully secured by guards even during break time and days off;
* Guards are responsible to allow access to employees by displaying their employee ID’s, at the different facility entrances, and provide guidance and assistance to visitors and suppliers;
* Guards shall protect all company properties and assets against any hazards or thefts by performing daily rounds, checking door seals, and checking the package and bags of janitorial workers before exiting the company premises each day;
* Bidder shall assign a supervisor/manager (MIC2 HQ) who will serve as the direct link between the 2 parties, and shall be responsible of all tasks related to security guards;
* Bidder is responsible to provide all guards with a neat costume, badge and shoes;
* Bidder is responsible for conducting an orientation and training for all the security staff;
* Bidder shall be ready at any time to increase or decrease the number of security guards depending on the company requirements; this may include addition / new locations other than Annex 2;
* Bidder shall arrange the guards’ transportation to and from the site/MIC2 locations;
* Bidder shall provide at least 80 guards to be allocated as described in the schedule and location table in Annex 2;
* Bidder shall provide an evacuation plan in case of emergencies, and a well-trained team to assist in first aid care and fire alarms;
* Guards will not carry weapons of any kind;
* The majority of the duties will be stationary, but few walking and/or driving is required to inspect all locations on all shifts listed in Annex 2;
* In the event of emergencies or unsafe conditions, guards shall notify their direct supervisor/manager, and shall assist all employees and visitors including the evacuation of the buildings;
* Guards shall display courteous and respectful manners towards employees, visitors and suppliers;
* Bidder shall provide radio transmitters to all guards, and hand- held, high-quality metal detectors for security guards at parking areas and main entrances;
* Bidder shall abide by the cost price per guard to be filled in Annex 2;